IN-STORE SERVICE

OFFICE DEPOT SERVICE PACKET CYCLE 20 (SEPT 22TH – OCT 5TH)

CONTENTS

Service Visit General Procedures 2
Reference Notes Packet **(UPDATED 8.12.13)** 2
Carb Compliance On-Going Stickering – ***California Only*** 2
Priority #1: PRIMO Water Fixture Survey **(NEW)** 3
Priority #2: New and Deleted EBW Chairs 9/11/13 4
Priority #3: POG Change, Wire Shelving Unit 4
Chair Event 9/29 4
Reminder: Apollo In-Home Assembly POP 5
Reporting: Service Visit Work Order Survey 6

QUESTION TYPE	WHO DO I CALL?
GENERAL SERVICE VISIT AND PROJECT QUESTIONS	**YOUR DISTRICT MANAGER**
SPECIFIC STORE ISSUES	**RICH LALLA – OFFICE DEPOT ACCOUNT MANAGER** (866) 376-1962 RICHARD.LALLA@APOLLORETAIL.COM
REPORTING OR SCHEDULING ISSUES	**CONTACT CENTER** (866) 660-5147 MON-FRI, 8AM – 10PM EST SAT, 8AM – 2PM EST
IT, KIOSK, OR TECHNICAL ISSUES	**IT DEPARTMENT** (800) 451-8803

If you have any questions during this service visit, contact one of the sources listed above.
Do not contact Office Depot Corporate directly or ask the Store Manager to do this on your behalf.

SERVICE VISIT GENERAL PROCEDURES

The standardized routine below is to be followed to help ensure we are providing consistent service to Office Depot and completing all service tasks as assigned. Even though specific service tasks will vary from visit to visit, there is a specific flow to your service call and you are expeceted to follow it on every visit.

1. Sign into Apollo's IVR Phone System and then sign into the Store Vendor Log Book (if available).
2. Request a member of Office Depot store management to sign you into GMillenia on the store kiosk so you can print the Call Report and Cycle Service Packet. At this time, ask if they have any store specific priorities you need to address and if any POG needed for the service call are not available, then print a copy from the store's kiosk.
3. Complete your service tasks in the priority they are listed.
4. Ensure all displays are set according to the POG and note any deviations to discuss later with store management.
5. Use the Call Report to note any displays that are missing or damaged.
6. Service Furniture POP per the instructions in the Office Depot POP Service Manual.
7. Ensure that all items are anchored correctly.
8. Make any necessary display repairs and order replacement parts when needed.
9. Clean all furniture and vacuum the furniture pad.
10. Using the Office Depot kiosk, report all SKU exceptions from your call report and print a copy for store management.
11. Using the Office Depot kiosk, complete the POG deviations survey.
12. Review with store management the service tasks you completed by walking the furniture pad and providing them a printed copy of your completed SKU exceptions.
13. Sign out of Store Vendor Log Book (if available) and sign out of IMPACT's IVR Phone System.

REFERENCE NOTES PACKET

A history of service notes will now be kept in a packet named Office Depot Reference Notes. Please refer to this packet for any past service notes that you need to refer back to. This packet is posted on the kiosk along with your other service materials.

CARB COMPLIANCE ON-GOING STICKERING – ***CALIFORNIA ONLY***

If you service a store in the state of California, you must ensure each and every cycle that all displays that fall under the Carb Compliance program are stickered correctly. Please refer to the Carb Compliance instructions posted with your other service materials. If you need additional stickers, please ask the store to print them for you. You may not leave the store if any displays that require it are NOT stickered.

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PRIORITY #1 - PRIMO WATER FIXTURE SURVEY (SEPARATE WO)

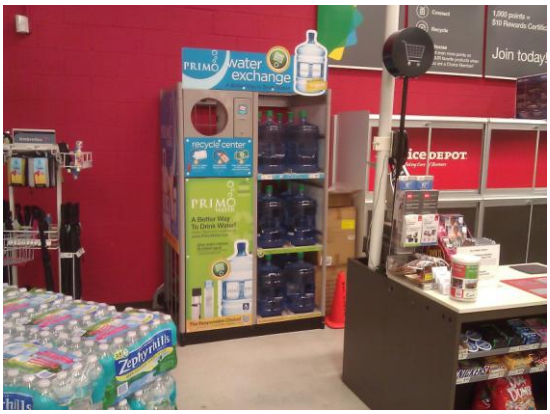
We have been asked by Office Depot to locate the PRIMO Water Display Fixture in each store. Once located you will need to take a picture and upload it to the project work order, and answer a question.

The photo must be submitted and uploaded on the same day of your service call – no exceptions. A separate work order has been created for uploading the photo.

Before taking your photo, be sure of the following:

- Take the picture 20 feet back from the display.
- Include in the photo the fixture and any racking that supports additional Primo water products.

When uploading photos the size of the photo must be under 1mb, or a resolution size of 640x480. Please set your camera/phone to these settings. If you have questions or issues uploading please contact Mike Sunderland at 813-712-2542 or at michael.sunderland@apolloretail.com



Below is the question you must answer:

1	While inside the store and facing the store entry, please indicate where the Primo Water fixture is located in your store.	1 = To the left of the store entry. 2 = To the right of the store entry. 3 = Store does not have a Primo Water Fixture (confirmed with Store Management)

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PRIORITY #2 – NEW AND DELETED EBW CHAIRS – 9/11/13

New EBW chairs are currently arriving in all stores. If the chairs listed below as "ADD TO POGS" are in stock and are not currently on display in your store, you are responsible for submitting a Code 76 assembly request and setting them to the new POG.
Please be sure to remove the chairs listed below as "DELETE FROM POGS" when resetting the POG.

SKU	DESCRIPTION	NOTES
228413	LEATHER MASSAGE CHAIR - BLACK	ADD TO POGS 6402, 6402A, AND 6402B
228458	RECLINER CHAIR - BLACK	ADD TO POGS 6402, 6402A, AND 6402B
532604	MESH TASK CHAIR - PINK	DELETE FROM POGS 6404, 6402, 6402A AND 6402B
532613	MESH TASK CHAIR - NAVY BLUE	DELETE FROM POGS 6404, 6402, 6402A AND 6402B
532658	MESH TASK CHAIR - TEAL	DELETE FROM POGS 6404, 6402, 6402A AND 6402B
532667	MESH TASK CHAIR WITH ARMS - BLACK	DELETE FROM POGS 6402 AND 6402A
566966	MESH TASK CHAIR - BLACK	DELETE FROM POGS 6402, 6402A AND 6402B

PRIORITY #3 - POG CHANGE, WIRE SHELVING UNIT

The 3 Shelf wire shelving unit in white **sku 804687** is no longer available; therefore the black **sku 487385** is being added to the POG. If the white display is missing build the black. If white unit is in place, no action will be needed at this time. The POGS affected by this are 606, 1948, 1952, 1952S, 2308S, 6420.

CHAIR SALES EVENT – 9/29

There will be a Chair Sales Event at all Office Depot stores beginning on 9/29. Beginning 9/16, stores will be instructed to enter assembly orders for their chair needs via the Apollo website to support the event.

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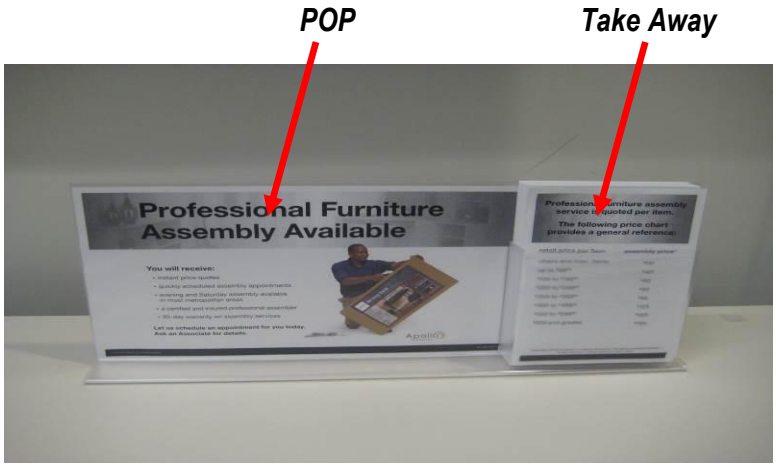
REMINDER: APOLLO IN-HOME ASSEMBLY POP

On each service call you must ensure that the Apollo In-Home Assembly POP is set up and the Plexiglas pocket is full of Take-Aways. If the Take-Aways are empty, please fill them. If there is no replacement Take-Aways, please ask the store to print up temporary Take-Aways and to order replacements.

Please ensure that there are 3 Plexiglas holders placed on the furniture pad. 1) On the Dawson collection, 2) on the Broadstreet Desk, and 3) near the furniture kiosk. If any of the 3 Plexiglas holders are missing, please ask Store Management for a replacement holder and to print up the needed POP and inserts.



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#	QUESTION	ANSWER OPTIONS
1	For priority #2, did you set the new EBW pog?	1 = Yes, completely set 2 = Partially set, not all sku's in stock yet 3 = No, but have submitted a Code 76 to have new chairs assembled 4 = No, store management would not allow 5 = No, store is not assigned an EBW POG
2	For priority #3, is sku #804687 still on display?	1 = Yes, so I left it in place per the instructions 2 = No, I submitted a Code 76 for sku 487385 to assemble it 3 = No, but 487385 is also out of stock 4 = My store is not assigned any of the POG's listed
4	Are you servicing a store in the state of California?	1 = Yes (answer question 5) 2 = No (go to question 6)
5	Did you ensure that all furniture displays that fall under the Carb Compliance program are stickered?	1 = Yes, all displays requiring it are stickered 2 = No, store could not print the stickers I needed and I emailed Rich Lalla to inform him.
6	Enter your Sku Exceptions	1 = Yes 2 = No (answer question 7)
7	Did you print a copy of your service sku exceptions, review the sku exceptions, and leave a copy with the Store Manager	1 = Yes 2 = No

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